

Amendment to Claims.

1. (Currently Amended) A method for ~~assisting in the management of providing~~ transactional service information to a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

a. ~~the at least one service provider evaluator contacting providing to an evaluation processor a unique transaction record, the evaluation processor for receiving evaluation data from the at least one a plurality of service evaluator providers;~~

b. ~~the at least one service evaluator providing to the evaluation processor obtaining evaluation data from the at least one service evaluator, the evaluation data containing a unique transaction identifier of the service provider; and~~

c. ~~the evaluation processor providing correlated correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file the service provider manager whereby the manager may evaluate the service provided by the at least one employee to the at least one service evaluator; and wherein the evaluation processor stores the correlated transaction file for retrieval by the service provider manager.~~

2. (Currently Amended) The method of claim 1 wherein the step of the at least one service evaluator evaluation processor obtaining providing evaluation data ~~from the at least one service evaluator and the step of the evaluation processor service provider manager retrieving providing the correlated transaction file information to the management of the service provider is performed interactively.~~

3. (Currently Amended) The method of claim 1 wherein the unique transaction record ~~step of the evaluation processor obtaining evaluation data from the at least one service evaluator includes the step of the evaluation processor obtaining~~ includes a unique service evaluator identifier of the at least one service evaluator.

4. Cancelled.

5. (Currently Amended) The method of claim 1 wherein the ~~step of the at least one service evaluator contacting the evaluation processor~~ evaluation data includes ~~the step of the~~

~~service provider identifying to the evaluation processor the unique service evaluator identifier of the at least one service evaluator.~~

6. (Currently Amended) The method of claim 1 wherein the ~~step of the at least one service evaluator contacting the evaluation processor includes the step of the service provider identifying to the evaluation processor~~ unique transaction record includes a unique identifier of the at least one employee.

7. (Currently Amended) The method of claim 1 ~~[[4]]~~ wherein the ~~step of the evaluation processor providing correlated~~ transaction file ~~information to the management of the service provider includes the step of the evaluation processor providing the manager-~~ selected service provider information.

8. (Currently Amended) The method of claim 6 ~~[[4]]~~ wherein ~~the step of the evaluation processor providing the correlated~~ transaction file ~~information to the management of the service provider includes the step of the evaluation processor correlating the unique service evaluator identifier provided by the service evaluator with the unique service evaluator identifier provide by the service provider, and using the evaluation data to an~~ assessment of the performance of the at least one employee with the service evaluator.

9. (Currently Amended) The method of claim 1 ~~[[8]]~~ wherein the ~~step of the evaluation processor providing correlated~~ transaction file ~~information is automatically transmitted to the management of the service provider~~ manager ~~includes the step of the evaluation processor correlating evaluation data with the unique employee identifier of the at least one employee, and using the evaluation data to assess the performance of the at least one employee with the service evaluator.~~

10. (Currently Amended) The method of claim 6 wherein the ~~step of the at least one service evaluator contacting the evaluation processor~~ unique transaction record includes the ~~step of the service provider providing evaluation~~ performance data of the at least one employee ~~to the evaluation processor.~~

11. (Currently Amended) The method of claim 6 wherein the ~~step of the evaluation processor providing correlated information to the management of the service provider~~

~~includes the step of the service provider manager directly retrieves~~~~accessing~~ the correlated transaction file information from the evaluation processor.

12. (Currently Amended) The method of claim 1 wherein the step of the service ~~provider-evaluator contacting~~ providing to the evaluation processor the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the ~~service-evaluator~~ processor.

13. (Currently Amended) The method of claim 1 wherein the ~~step of the evaluation processor obtaining~~ providing of evaluation data ~~by from~~ the at least one service evaluator ~~is includes the step of receiving the evaluation data~~ by means of an inquiry/response system.

14. (Currently Amended) The method of claim ~~[[1]]~~13 wherein the inquiry/response system is automated.

15. (Original) The method of claim 14 wherein the automated inquiry response system is accessed by a telephone.

16. (Original) The method of claim 14 wherein the automated inquiry system is accessed by means of the Internet.

17. (Currently Amended) A method for ~~assisting in the management of~~ providing transactional service information to a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

a. ~~the at least one service provider evaluator contacting~~ providing to an evaluation processor a unique transaction record, the unique transaction record including a unique service evaluator identifier ~~an evaluation processor~~, the evaluation processor for receiving evaluation data from a plurality of service providers ~~for assessing the performance of the at least one employee~~;

b. the at least one service evaluator providing to the evaluation processor ~~obtaining evaluation data and the unique service evaluator identifier from the at least one service evaluator~~, the evaluation data containing the unique service evaluator identifier and a unique transaction identifier of the service provider;

c. the evaluation processor correlating information from the unique transaction

~~record and the evaluation data to produce a correlated transaction file obtaining the unique service evaluator identifier from the service provider; and~~

d. ~~the evaluation processor storing the correlated transaction file for retrieval by the service provider manager, providing correlated information from the evaluation data to the manager thereby enabling whereby the manager to may evaluate the service provided by the at least one employee service provider to the at least one service evaluator.~~

18. (Currently Amended) The method of claim 17 wherein the step of the at least one service evaluator ~~evaluation processor obtaining providing~~ evaluation data to the evaluation processor ~~from the at least one service evaluator and the step of the service provider manager accessing evaluation processor providing the correlated transaction file information to the management of the service provider~~ is performed interactively.

19. Cancelled.

20. (Currently Amended) The method of claim 17 wherein the ~~step of the at least one service evaluator contacting the evaluation processor includes the step of the service provider identifying to the evaluation processor~~ unique transaction record includes a unique identifier of the at least one employee.

21. (Currently Amended) The method of claim 17 wherein the ~~step of the evaluation processor providing correlated transaction file information to the management of the service provider~~ includes the ~~step of the evaluation processor providing the manager selected service provider information.~~

22. (Currently Amended) The method of claim 17 wherein the step of the evaluation processor ~~providing storing the correlated transaction file information to for the management of the service provider manager~~ includes the step of the service provider manager directly accessing the correlated transaction file information ~~from the evaluation processor.~~

23 (Currently Amended) The method of claim 20 ~~17~~ wherein ~~the step of the evaluation processor providing the correlated transaction file information to the management of the service provider includes the step of the evaluation processor correlating the unique service evaluator identifier provided by the service evaluator with the unique service~~

~~evaluator identifier provide by the service provider, and using the evaluation data to an assessment of the performance of the at least one employee with the service evaluator.~~

24. (Currently Amended) The method of claim 20 wherein the unique transaction record ~~step of the at least one service evaluator contacting the evaluation processor includes the step of the service provider providing evaluation data of the at least one employee to the evaluation processor.~~

25. (Currently Amended) The method of claim 24 wherein the ~~step of the evaluation processor providing correlated~~ transaction file information to the management of the service provider includes the ~~step of the evaluation processor correlating evaluation data with the unique employee identifier of the at least one employee, and using the evaluation data to an assessment of the performance of the at least one employee with the service evaluator.~~

26. (Currently Amended) The method of claim 17 wherein the step of the service evaluator ~~contacting provider providing to the evaluation processor~~ the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the ~~service evaluation processor.~~

27. (Currently Amended) The method of claim 17 wherein the ~~step of the evaluation processor obtaining providing of~~ evaluation data ~~by from~~ the at least one service evaluator ~~is includes the step of receiving the evaluation data by means of an inquiry/response system.~~

28. (Original) The method of claim 27 wherein the inquiry/response system is automated.

29. (Original) The method of claim 28 wherein the automated inquiry response system is accessed by a telephone.

30. (Original) The method of claim 28 wherein the automated inquiry system is accessed by means of the Internet.

31. (Currently amended) A method for ~~assisting in the management of~~ providing transactional service information to a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

a. ~~the at least one service evaluator contacting provider providing to an evaluation processor a unique transaction record, the unique transaction record including unique identifiers of the at least one service evaluator, the at least one employee and the service provider, the evaluation processor for obtaining evaluation data from the service provider and the at least one service evaluator, the evaluation process for receiving evaluation data from a plurality of service providers;~~

b. ~~the at least one service evaluator providing service provider identifying to the evaluation processor evaluation data unique identifiers of the at least one service evaluator, the at least one employee and the service provider, the evaluation data containing the unique service evaluator identifier and a unique transaction identifier of the service provider;~~

c. ~~the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file obtaining evaluation data from the at least one service evaluator, the evaluation data including the unique service evaluator identifier; and~~

d. ~~the evaluation processor storing the correlated transaction file correlating the unique service evaluator identifier provided by the service evaluator with the unique service evaluator identifier provide for retrieval by the service provider manager, thereby enabling the manager and using the evaluation data to assess the performance of the at least one employee with the service evaluator; and~~

e. ~~the evaluation processor providing correlated information from the evaluation data to the manager whereby the manager may evaluate the service provided by the at least one employee to the at least one service evaluator.~~

32. (Currently Amended) The method of claim 31 wherein the step of the at least one service evaluator evaluation processor obtaining providing evaluation data to the evaluation processor ~~from the at least one service evaluator~~ and the step of the service provider manager accessing evaluation processor providing the correlated transaction file information to the management of the service provider is performed interactively.

33. (Currently Amended) The method of claim 31 wherein the unique transactional record ~~step of the evaluation processor providing correlated information to the management of the service provider~~ includes the step of the evaluation processor providing the manager selected service provider information.

34. (Currently Amended) The method of claim 31 wherein the step of the service provider providing evaluator contacting a unique transaction record to the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

35. (Currently Amended) The method of claim 31 wherein the step of the at least one service evaluator evaluation processor obtaining providing evaluation data to ~~from the at least one service evaluator evaluation processor~~ is ~~includes the step of receiving the evaluation data~~ by means of an inquiry/response system.

36. (Original) The method of claim 35 wherein the inquiry/response system is automated.

37. (Original) The method of claim 36 wherein the automated inquiry response system is accessed by a telephone.

38. (Original) The method of claim 36 wherein the automated inquiry system is accessed by means of the Internet.

39. (Currently Amended) A method for ~~assisting in the management of providing~~ transactional service information to a service provider having at least one manager and at

least one service evaluator, the at least one service evaluator being an employee of the service provider, the method comprising the steps of:

a. the at least one service evaluator contacting an evaluation processor, the evaluation processor for obtaining evaluation data from the at least one service evaluator, the evaluation processor for receiving evaluation data from a plurality of service providers;

b. the evaluation processor service evaluator providing to the evaluation processor obtaining evaluation data from the at least one service provider, the evaluation data including a unique identifier of the service provider; and

c. the evaluation processor providing correlating information from the evaluation data to produce a correlated data file; and

d. the evaluation processor storing the correlated data file for access by to the service provider manager, whereby the manager may evaluate the service provided by the service provider.

40. (Currently Amended) The method of claim 39 wherein the step of the evaluation processor storing the correlated data file for access by the service provider manager ~~evaluation processor obtaining evaluation data from the at least one service evaluator and includes the step of the evaluation processor providing correlating information to the management of the service provider~~ manager accessing the correlated data file is performed interactively.

41. (Currently Amended) The method of claim ~~40~~39 wherein the step of the ~~evaluation processor obtaining~~ service evaluator providing evaluation data from the at least one service evaluator includes and the step of the service provider manager accessing the correlated data file is performed interactively ~~evaluation processor obtaining a unique service evaluator identifier of the at least one service evaluator.~~

42. (Currently Amended) The method of claim 39 wherein the step of the ~~at least one service evaluator contacting the evaluation processor~~ storing the correlated data file includes the step of the service provider identifying to the evaluation processor a unique identifier of sending the correlated data file to the service provider.

43. (Currently Amended) The method of claim 39 wherein the step of the at least one service evaluator providing evaluation data to ~~contacting~~ the evaluation processor includes the step of the service provider providing-identifying to the evaluation processor a unique service evaluator identifier of the at least one service evaluator.

44. (Original) The method of claim 42 wherein the step of the evaluation processor providing correlated information to the management of the service provider includes the step of the evaluation processor providing the manager selected service provider information.

45. (Currently Amended) The method of claim 42 wherein the ~~step of the evaluation processor providing correlated information to the management of the service provider~~ includes ~~the step of the evaluation processor correlating the unique service evaluator identifier provided by the service evaluator with the unique service evaluator identifier provide by the service provider, and using the evaluation data to~~ an assessment of the performance of the service evaluator with the at least one customer.

46. (Currently Amended) The method of claim ~~41~~45 wherein the step of the service evaluator providing evaluation data to the evaluation processor ~~providing correlated information to the management of the service provider~~ includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor ~~correlating evaluation data with the unique employee identifier of the at least one service evaluator, and using the evaluation data to assess the performance of the service evaluator.~~

47. (Currently Amended) The method of claim ~~46~~43 wherein the step of providing to the at least one service evaluator the incentive to contact the evaluation processor includes the step of the service provider providing to the evaluation processor service provider evaluation data of the at least one service evaluator-employee to, and wherein-able the evaluation processor ~~to~~ provides a personality profile of the service evaluator.

48. (Original) The method of claim 43 wherein the step of the evaluation processor providing correlated information to the management of the service provider includes the step of the service provider directly accessing the correlated information from the evaluation

processor.

49. (Cancelled) The method of claim 39 wherein the step of the service evaluator contacting the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

50. (Currently Amended) The method of claim 39 wherein the ~~step of the evaluation processor obtaining~~ providing of evaluation data by ~~from~~ the at least one service evaluator is ~~includes the step of receiving the evaluation data~~ by means of an inquiry/response system..

51. (Original) The method of claim 50 wherein the inquiry/response system is automated.

52. (Original) The method of claim 51 wherein the automated inquiry response system is accessed by a telephone.

53. (Original) The method of claim 51 wherein the automated inquiry system is accessed by means of the Internet.